VERSION 1

Oracle Applications Strategy, Implementation, Upgrade, Consulting and Managed Services

G-Cloud 10 Service Definition

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VERSION 1 COMPANY PROFILE

IT starts with you

Driving customer success through 20 years of market leadership and innovation in IT Services.

Version 1 proves that IT can make a real difference to our customers' businesses. Established in 1996 and headquartered in Dublin, Ireland, Version 1 is trusted by customers to deliver IT services and solutions which drive customer success. Our 1000 strong team works closely with our technology partners to provide independent advice that helps our customers navigate the rapidly changing world of IT. Our customers include top global banks, many FTSE listed companies in the Financial Services, Utilities (incl. Oil & Gas, pan-European energy companies and major domestic water companies) and Commercial sectors as well as Public Sector organisations across local and central government. Our greatest strength is balance in our efforts to achieve Customer Success, Empowered People and a Strong Organisation, underpinned by commitment to our values. We believe this is what makes Version 1 different and more importantly, our customers agree.

1,000+ strong team	20+ Years Expertise	100+ million revenue	98% Customer Retention
Empowered, engaged and driven people who are wired to deliver Customer Success.	Years of market leadership and innovation that makes a real difference to our customer's businesses.	Strong financial performance enables operational excellence for our organisation and success for our customers.	For over 20 years, we have been building long term outcome focused relationships with our customers.

Our Difference – Strength in Balance

" We know that our greatest strength is balance in our efforts to achieve Customer Success, Empowered People and a Strong Organisation. Those looking for a short term result or an easier road might sacrifice one commitment for another, but at Version 1 we never have, and never will.

- Tom O' Connor – CEO of Version 1

Customer Success

Making a real difference through long-term, outcome focused relationships – success that fulfils our people and fuels our growth.

Empowered People

Deliberately selecting, empowering and trusting people who are wired to deliver customer success - an empowerment that drives customer loyalty and organisational strength.

Strong Organisation

A high-performing, financially strong organisation of the highest integrity – a strength that empowers our people and delivers customer success.

WATCH OUR DIFFERENCE

Our Market Leading Services

Enterprise Resource Planning

We are the go-to-partner for Oracle E-Business Suite, ERP Cloud and JD Edwards customers. We provide a full range of services for Oracle ERP focused on helping our customers maximise their investment and modernise for the Digital World. Our award-winning practice has been recognised by our customers for its excellence when we received a record breaking 8 awards at the annual UK Oracle User Group Partner of the Year Awards 2017/2018 with 7 Gold awards and 1 Silver, including the following top 4 prestigious ERP Gold Awards.

- ➢ Gold Oracle E-Business Suite Partner of the Year

- ➢ Gold ERP Cloud Partner of the Year

- ➢ Gold JD Edwards Partner of the Year

- ➢ Gold Managed Services – Applications & Technology
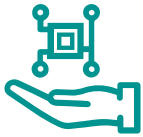
Digital Services

We provide best-in-class Digital Services that enable our private and public sector customers to efficiently deliver digital solutions and effectively engage with end-users. As the chosen Digital Services partner of central governmental departments, local government authorities, leading energy companies and major retailers – the impact of Version 1 digital solutions is evident at scale across multiple industries. We are leading the charge in empowering our public and private sector customers to become recognised as digital leaders within their individual verticals.

Enterprise Cloud

We are experts in migrating, running and optimising complex enterprise applications in public cloud. We have enhanced partnerships with leading cloud providers which means we are well placed to offer independent advice to our customers. We offer a full range of services for Enterprise Cloud from strategy & adoption through build & migration through to the ongoing management & optimisation of enterprise workloads.

Our customers benefit from expertise which extends beyond pure cloud. We have a deep understanding of the entire lifecycle of enterprise applications, the technologies that underpin them and the complexities of software licencing and enterprise integration. We offer Next Generation Managed Services which extends the focus from operate and run to continuous service improvement, ongoing optimisation and transformation of enterprise workloads to maximise returns for our customers.

Software Asset Management

We help enterprise organisations take control of their software assets. Our Oracle & Microsoft license optimisation services are based on our extensive experience of client delivery and tried and tested Software Asset Management methodologies. Leveraging decades of experience, our license experts offer independent advice delivering substantial return on investment. Providing the full lifecycle of Oracle & Microsoft license consultancy services, we ensure our customer's enterprise license estates are fully optimised and under control with regards to cost, license compliance and complexity.

Our Awards

Recognised for our commitment to **business, technical and service excellence** through a number of prestigious awards including:

Certified Professionals in Version 1

Awarding Body	Number of Employees
Oracle Certified (All Levels)	150
ITIL (All Levels)	140
Microsoft Certified (All Levels)	120
PRINCE2	50
Amazon	50
Project Management Certification (Scrum Alliance, TOGAF, PMI)	60

*Figures are taken from SkillStore.

Our Managed Services

Our **Managed Services Practice** provides a uniquely flexible approach to providing support services.

Unlike many of our competitors, our Managed Services are provided through a dedicated practice employing nearly 300 support professionals across the UK, Ireland and beyond. In addition to providing a full range of remote, onsite and emergency support services covering all key application, database and infrastructure technologies, we provide additional services including ITIL consulting, Service Desk management and IT and Business Process Outsourcing.

The importance of best practice (ITIL) and global standards (ISO 20000 and 27001) are amplified further due the requirements for increased governance and security in public cloud. We have adopted ITIL practices for IT Service Management and we were one of the first organisations in the world to achieve ISO 20000-1 certification for our Managed Services. The only internationally recognised quality standard for IT Service Management, ISO 20000 provides an independent assessment of the quality and repeatability of our services and demonstrates our commitment to continual service improvement. Version 1 successfully achieved ISO27001 accreditation in July 2015. This internationally recognised Information Security standard proves that Version 1 has demonstrated the required levels of control to protect the valuable assets and rights of individuals and clients, and of compliance to all applicable legislation.

When it comes to realising the potential benefits of public cloud for our customers Version 1 offers a layer of additional services and expertise such as optimisation, automation, cloud economics, software licencing, architecture reviews, transformation, integration services and migration expertise.

Our Managed Services team are responsible for the on-going availability and continuity of the systems that:

- generate a billion in motor tax revenue each year
- invoice, issue statements and handle direct debits for hundreds of thousands of utility customers
- administer policies for hundreds of thousands of insurance customers
- process information pertaining to millions of driving licence holders
- operate plants manufacturing orthopaedic products for global healthcare providers
- provide EU shared service facilities for multi-nationals
- support core clinical and financial business operations for global pharmaceutical companies
- supports the generation of a billion € in revenue annually for a major airline

Version 1's Key Partnerships

Oracle Platinum Partner

Version 1 is the UK and Ireland's premier Oracle solutions partner. We implement and manage mission-critical solutions for major domestic and international customers across all industry sectors. We are an Oracle Platinum Partner and have achieved unrivalled specialisation across the entire Oracle stack. Our enhanced status on the partner programme recognises our expertise in delivering value driven Oracle services, consultancy and support, helping our customers to achieve maximum value from their Oracle investments.

ORACLE Platinum Partner Cloud Standard

ORACLE Platinum Partner

Specialized in
Oracle Infrastructure as a Service
Oracle Financials: Oracle Fusion Financial Solutions
Oracle EBS R12.1 Financial Management
Oracle EBS R12.1 Supply Chain Management
JD Edwards EnterpriseOne 9.0 Financial Management
JD Edwards EnterpriseOne 9.0 Distribution
JD Edwards EnterpriseOne 9.0 Manufacturing
JD Edwards EnterpriseOne 9.0 Projects
JD Edwards EnterpriseOne 9.0 CNC
Oracle Database 12c
Oracle Database 11g Performance Tuning
Oracle Exadata Database Machine
Oracle Database Appliance
Oracle Real Application Clusters 11g
Oracle Linux 6
Oracle Enterprise Manager 12c
Oracle Solaris 11
Oracle Database 11g
Oracle Business Intelligence Foundation Suite 11g
Oracle SOA suite 11g
Oracle Data Integrator 11g
Oracle Business Intelligence Foundation Suite 10g
Java Platform - Standard Edition 5/6
Java Platform - Enterprise Edition 6

Microsoft Partner

Version 1 has been working in the Microsoft technology arena since 2006 and today is recognised as the most competent partner in the UK & Irish market with broad and deep expertise across the Microsoft stack. Named Microsoft Partner of the Year 2011, Application Development Partner of the Year for Ireland 2015 and Business Intelligence & Data Analytics Partner of the Year 2016, have end-to-end Microsoft capability with demonstrated expertise across 14 competencies.

Gold
Microsoft Partner
Microsoft

Competencies:
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content
Gold Data & Analytics
Gold Datacenter
Gold Data Platform
Gold Enterprise Mobility Management
Gold Messaging
Silver Application Development
Silver Communications
Silver Application Integration
Silver Windows & Devices

Amazon Consulting Partner

Version 1 is a leader in Enterprise Class Cloud Computing services and was one of the first Amazon Web Services (AWS) Consulting Partners. Version 1 holds Amazon Web Services (AWS) Advanced Consulting Partner status and is one of a very small number of organisations across the UK & Ireland who have achieved AWS Managed Service Partner Status. Combined with this unique differentiator Version 1 has a long standing track record in AWS extending back to 2009 and possesses one of the largest and most certified AWS Capabilities in Europe. This gives our customers assurance of optimal best-practice implementations.

aws 50 **CERTIFIED**
AWS PARTNER NETWORK
aws partner network
Advanced
Consulting
Partner
Oracle Competency
Channel Partner
MSP Partner
Public Sector Partner

Learn more at version1.com

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OVERVIEW

Service Description

Version 1 provide Oracle ERP implementation, development, upgrade, consulting and managed services for Oracle Cloud (Fusion) and E-Business Suite (EBS) ERP applications across Public Sector organisations with value add 3rd party solutions such as Qlikview BI reporting and V1 document scanning (OCR) solutions.

Service Key Features

The following are the key features of our Service:
- We cater to an extensive customer base, including the Healthcare, Police, Local Government, Central Government, University, Higher Education and Housing sectors
- Our engagements cover a wide spectrum of Oracle applications suites and products including Finance, Procurement, SCM, Projects, Grants, Human Resources (HR, HRMS, HCM), Payroll, Taleo, CRM, Business Intelligence (BI), PBCS, Hyperion
- Our services include Cloud migration, implementation, upgrade, healthchecks, programme and project management and training
- We engage in licences and subscriptions resale
- We provide Hosting – both Private Cloud and Public Cloud (Oracle, Amazon, Microsoft Azure)
- Our comprehensive consulting services include solution architecture, design, build, data migration, testing, reporting, training and hypercare
- Our managed support services include Database Administration (DBA), functional, technical (extensions, integration)
- We provide testing services for patching and new releases
- We engage in extensions and Integration including DBCS, ICS, JCS, Web Services, ADF.

Service Key Benefits

The following are the key benefits of our Service:
- Fixed Price and T&M options
- Independent advice and guidance
- Deeply experienced consultants with industry specific knowledge
- Industry-specific solutions
- Generic, rapid implementation templated value add solutions
- On shore, on site, near shore, off shore options
- Full project lifecycle implementation services with comprehensive after care
- ISO 20000 (service management) and ISO 27001 (information security) accredited
- Lower Total Cost of Ownership
- Low risk.

CONSULTING SERVICES

Our ERP Solutions Expertise

We are an Oracle Platinum Partner and provide expert consulting services to deliver full lifecycle Oracle ERP implementations, upgrades, healthchecks and assessments across an extensive customer base. We cover the full breadth of the Oracle product suite, including integration with third party and legacy systems.

We have grown organically through recruitment of consulting leaders and consultants from other leading consulting organisations and through acquisition of established ERP specialists. The resulting seniority and depth of experience of our project and programme managers and consultants, together with our level of Oracle specialisations and certifications and our enhanced status in the Oracle Partner Programme enable us to bring an unparalleled level of expertise and passion to our Oracle ERP engagements.

Project Methodologies

Version 1's focus is always to deliver cost-effective and successful solutions to our customers. Methodologies are a crucial cornerstone of that focus. On Cloud ERP projects, we adhere to Oracle's standard Cloud Application Services OUM (CAS OUM) methodology, devised to shorten time-to-value for new Oracle Cloud ERP customers. Additionally, our project management activities are guided by 1-Manage, our own comprehensive project management methodology which builds on the key principles of PRINCE2.

CAS OUM

The objective of CAS OUM is to support organisations in the adoption of the best practice processes inherent in the applications in less time and at a lower cost by adherence to the following principles:

- Implementation of standard functionality, business rules, integrations and data loads
- Division of responsibility between the systems integrator and customer on project tasks to control consulting costs
- Iterative functional prototyping workshops where the configuration is defined, refined and validated to ensure optimal fulfillment of the customer's requirements. In order to accelerate return on investment, CAS OUM advocates implementing functionality as soon as possible – crucial functionality first and deferring more complex functionality if appropriate.
- CAS OUM is comprised of 5 phases – Project Design, Configure, Validate, Transition and Realisation. Within each phase, workplan tasks are organized into activities and task groups. A high-level view of the approach, with allocation of responsibilities, is depicted below.
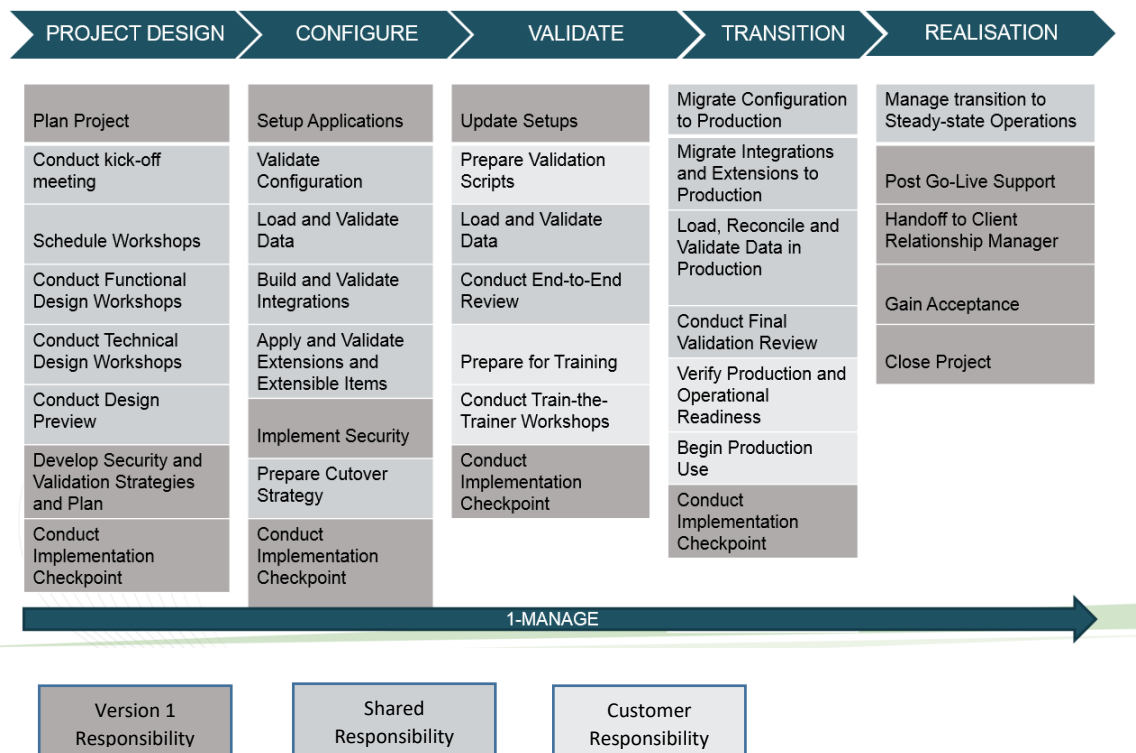
Version 1's ERP Cloud Implementation Methodology

While CAS OUM advocates implementation of standard functionality, it supports requirements for additional integrations and extensions and complex dataloads. Additionally, assignment of responsibility for the workplan tasks can be amended to accommodate each customer's requirements.

At the conclusion of each CAS OUM phase, an implementation checkpoint is held to ensure the objectives of the phase have been achieved and to secure the go-ahead for the next phase.

CAS OUM Phases

Project Design

During this phase the project is planned and the processes governing the conduct of the project defined. A kickoff meeting is held to orient the entire team to the project objectives and how the project will be conducted. Workshops for gathering setup information and addressing integrations and dataloads are scheduled. A functional design workshop is conducted to review business process that are in scope and to gather setup information to be captured in configuration documentation. A technical workshop is also held to support preparation of design specifications for any custom dataloads, integrations or other extensions in scope. The design is then reviewed and security and validation strategy and plans are developed. The phase concludes with an implementation checkpoint to ensure the objectives of the phase have been met.

Project Design – Key Work Products

- Reviewed contract, scope, workplan and budget
- Confirmed customer readiness
- Project Management Plan
- Project Infrastructure

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- Functional Design
- Technical Design
- Security Strategy and Plan
- Validation Strategy and Plan.

Configure

In the Configure phase, the staging environment is configured based on the setup data documented in the functional design. Functional Prototype Workshops are held with the customer to ensure the system functions as expected and fulfills the business requirements. Customer data is prepared, loaded and verified. Required integrations and extensions are built and tested. Security is implemented and the Cutover Strategy, the plan for taking the new system to Production, is prepared.

Configure Phase – Key Work Products

- Validated configuration
- Validated data
- Validated integrations
- Cutover Strategy.

Validate

The Validate Phase is focused on preparing for and conducting an end-to-end review of the solution. The phase also includes the preparation of training materials and workshops to train customer personnel who will be training the end users.

Validate – Key Work Products

- Validated data
- End-to-end review results
- Trained trainers

Transition

In the Transition phase, the validated configuration and any integrations and extensions are migrated to Production. Following the loading and reconciliation of customer data, a final review of the Production environment is conducted with users and other stakeholders. The customer leads an assessment of operational readiness and the go/no decision on placing the new system into production is made.

Transition – Key Work Products

- Validated production environment
- Production-ready system
- System in production

Realisation

In the realisation phase, the new system is managed and monitored closely until steady-state operations is achieved. This phase also includes any post-implementation supported included in the contract. Final acceptance is obtained and the project and related processes are closed.

Realisation is crucial phase for Cloud implementations. As the licencing model is subscription-based, it is especially important to manage the transition to steady-state operations and handover the customer relationship to the Customer Relationship Manager.

Realisation – Key Work Products

- Steady-state operations
- Handover to the Customer Relationship Manager
- Final Acceptance Certificate.

1-Manage – A PRINCE2 METHODOLOGY

Version 1's Project Management Methodology, 1-Manage, is based on PRINCE2. We have used the knowledge gained from previous customer projects to create a project management methodology which is a combination of real world experience and best practice.

One of the key strengths of PRINCE2 is that that it requires the Project Manager to tailor the methodology to suit the project. As a result, while guidelines have been put in place, the Project Manager remains responsible for tailoring the themes, processes and management products appropriately for the customer's organisation and the specific project.
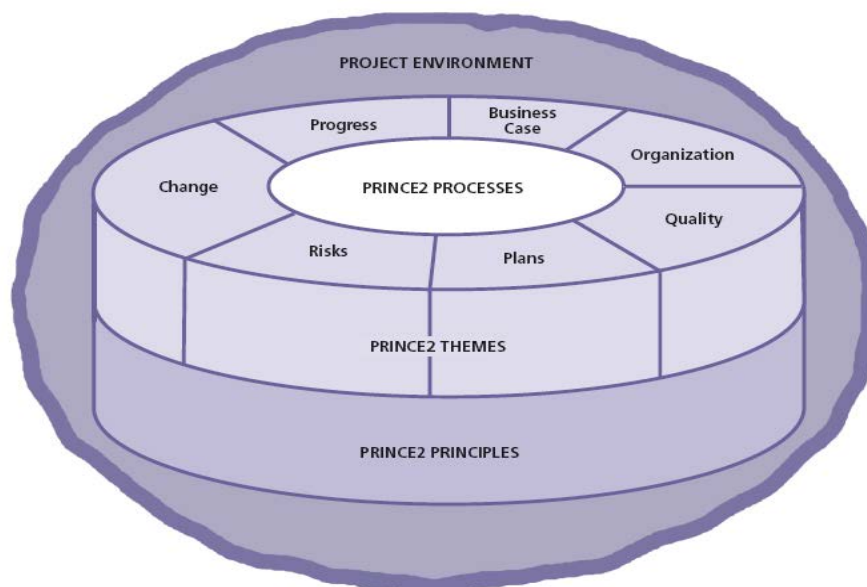
The Component Parts of 1-Manage - PRINCE2

1-Manage Principles

1-Manage uses the concept of PRINCE2 principles which all projects must adhere to. In 1-Manage the way in which each principle is applied is detailed below.

The project should have Continued Business Justification: In the event of material changes to the business case, Version 1 will highlight expected outcomes or benefits.

The project should seek to Learn from Experience: in 1-Manage we seek both to leverage and to further extend lessons learned from the experience of the customer and from our consultants' experience on previous projects. We maintain a Lessons Log throughout the project and at Realisation we conduct a Lessons Learned Review with the customer.

The project should **Define Roles and Responsibilities**: 1-Manage ensures that roles and responsibilities are clearly defined in the Project Management Plan and are updated as required throughout the project.

The project should be **Managed in Stages**: during Project Design the appropriate number of management stages is agreed with the Project Board. The number of stages will depend on the project type and duration and the control requirements of the Project Board.

The project should be **Managed by Exception**: during Project Design and during the planning for additional stages, tolerances are agreed for key project objectives (time, cost, scope, quality, risk and benefits). The process for how exceptions will be reported is also agreed during Project Design and followed throughout the project.

Project Managers should **Focus on Products**: in 1-Manage our planning and quality approach is focused on products.

The approach used should be **Tailored:** to suit the project environment. During Project Design, Version 1 will agree with the customer how 1-Manage should be tailored to suit the customer and the project.

1-Manage Themes

The seven PRINCE2 themes are also an integral part of 1-Manage, they deal with the elements of project management which must take place throughout the project. They are:

Business Case

In 1-Manage the person who has responsibility for maintaining the business case is agreed during the Project Design phase. The customer and Version 1 are responsible for ensuring that any changes to the business case are highlighted to the Project Board throughout the project.

Organisation

In 1-Manage the key aim of the organisation theme is to ensure that the Project Management Team structure appropriately represents the customer, supplier and user stakeholders and that all members are clear as to their roles and responsibilities.

Quality

There are a number of different aspects to quality in a 1-Manage project. The Version 1 Project Manager has quality planning and quality control responsibilities for each product. The Project Manager ensures that each product is reviewed by individual(s) with appropriate skills against agreed quality criteria. The Project Board, on the other hand, has responsibility to ensure that an appropriate level of Project Assurance is carried out. Version 1 can assist the customer with the Project Assurance responsibilities through our independent Quality Assurance Manager if required.

Plans

1-Manage develops plans using the product based approach specified in PRINCE2.

Risk and Changes

Our detailed Risk, Issue and Change Management procedure is based on the PRINCE2 four step process which involves capturing/identifying, assessing, planning and implementing mitigations and resolutions.

Progress

The definition of project tolerances and the appropriate number of management stages is key to ensuring the appropriate monitoring of progress in 1-Manage. The frequency of status reports to the Project Board is agreed during the Project Design phase.

Governance Meetings and Decision-Making Routes

Project Board Meetings

This is a planned regular management meeting, held throughout the duration of the project. It has a set agenda covering progress to-date, items requiring approval by the Project Board and a summary review of key risks and issues and agreed mitigations. It supports and reinforces the need to keep the Project Board and Executive Sponsor abreast of progress.

Project Team Meetings

On a regular basis a meeting is held of the key project leads from the business and the implementation teams. This forum will allow subject matter experts, Functional and technical leads to confirm the status of progress against the plan, raise up key risks and issues and ensure visibility of progress across the wider team. Subject Matter Experts and Functional Leads will be expected to submit progress reports to the PMO for review with the Project Managers.

Work stream Team Meetings

Each work stream holds a team meeting to ensure assigned tasks are on track and all necessary resource constraints are highlighted and dealt with. These meetings are focused on ensuring progress is being made and where necessary items will be raised to the Project Managers and PMO

Design and Change Forum

Major implementation projects aim at delivering "Change" and design proposals will prepare that specifically introduce new business processes or new ways of working that affect existing teams and change business processes. These require sensitive and detailed review and warrant a specific forum to review and approve.

This forum will also handle the engagement with business teams to ensure proposals have been reviewed with them and sufficient feedback received, or concurrence to the design options.

Oracle Cloud ERP – Rapid Implementation Offering

Capitalising on our ERP expertise and on the 'out-of-the box' nature of Oracle Cloud ERP, Version 1 have devised a rapid implementation offering to provide a cost-effective and efficient Cloud ERP implementation offering to our customers.

Rapid Implementation Service Features

The following are the features of our offering:
- Prebuilt business questionnaires for rapid design
- Out-of-the-box best practice processes
- Embedded Social Network
- Embedded real-time BI and Analytical reporting
- Real-time Budget Holder reporting with full drilldown
- Comprehensive standard interfaces for data migration
- Next wave technology look and feel
- Fully mobile across Ios, Android and other mobile technologies with free to use downloadable apps
- In-built roles and responsibilities for full segregation of duties
- Fully-compliant auditing and accounting policies

Rapid Implementation High Level Business Solution

The implementation options and approximate project timeframes available as follows:

- Finance – The core Financials modules (18 weeks)
- Finance + - The core Financials modules + Expenses (22 weeks)
- Finance + Procurement – The core Financials modules + Expenses, Purchasing and Self-Service Procurement (26 weeks).

	Finance	Finance +	Finance + Procurement
Processes	• Record to Report • Income to Cash • Invoice to Pay • Bank Statement to Reconciliation • Addition to Retirement	• Record to Report • Income to Cash • Invoice to Pay • Bank Statement to Reconciliation • Addition to Retirement • Claim to Reimbursement	• Record to Report • Income to Cash • Procure to Pay • Bank Statement to Reconciliation • Addition to Retirement • Claim to Reimbursement
Modules	• General Ledger • Accounts Payable • Accounts Receivable • Fixed Assets • Cash Management • Tax • Reporting	• General Ledger • Accounts Payable • Accounts Receivable • Fixed Assets • Cash Management • Tax • Reporting • Expenses	• General Ledger • Accounts Payable • Accounts Receivable • Fixed Assets • Cash Management • Tax • Reporting • Expenses • Purchasing • Self-Service Procurement
Timelines and Pricing Timeframe	Circa 18 weeks	Circa 22 weeks	Circa 26 weeks

Rapid Implementation – High Level Solution

INFORMATION SECURITY MANAGEMENT SYSTEM

Version 1 recognise that the relationship between information security and IT service management is so close that we implemented an Integrated Management System (IMS) that has been certified to ISO 27001:2013 and ISO 20000-1:2011 with matching scopes.

The Version 1 IMS is based on the guidance provided in the International Standard for the Corporate Governance of IT (ISO/IEC 38500) and the International Standard for Risk Management (ISO 31000).

The Version 1 IMS has a broad scope that supports all of our ICT services.

Certificate	Date Achieved	Link
ISO 20000	2011	Digital Certificate
ISO 27001	2015	Digital Certificate
ISO 14001	2010	Intranet

The Version 1 IMS is audited every 3 months, alternately by internal and external auditors.

An Information Security Officer along with the IT Governance Committee are responsible for maintaining the IMS, as well as providing advice and guidance on policy implementation.

Backup / Restore and Disaster Recovery

Version 1 recognises that each customer will have different requirements for Backup/Restore and Disaster recovery. Version 1 works with customers to define and agree customer data assurance requirements and designs a solution based on best practice that will fit these requirements.

SERVICE MANAGEMENT

Service Delivery

Version 1 is a Core Values based organisation. "Customer First" is one of our core values. Our Service Management systems support this core value by delivering a best in class Service Management framework that has been designed around the ITIL principles and is certified to ISO20000-1:2011 since 2011.

"Excellence" is another of our Core Values. Continuous Service Improvement is central to all Service Management framework. Version 1 adopts a quarterly rhythm that includes independent auditing of our processes and policies **every** quarter. This frequent audit mechanism ensures that not only do our policies and processes conform to the high standards but that opportunities for improvement are researched and always acted upon.

Our standard support hours are 9am to 5.30pm Monday to Friday excluding Bank holidays. We can provide extended support up to full 24 x 7 x 365 coverage.

Service Levels

Standard SLA – Silver / Bronze Tier

Level	Description	Response Time	Update Time	Target Resolution
P1	Critical Business Service or Function unavailable, severely degraded or inaccessible	30 mins	Every 30 mins	4 hours
P2	Critical Business Service or Function severely degraded	30 mins	1 hour / As agreed	1 working day
P3	Non-Critical Business Service Function unavailable or degraded	4 hours	Daily / As agreed	2 working days
P4	Non-Critical Business Service Function disrupted but workaround available	8 hours	As agreed	7 working days
P5	A question, query or minor bug	12 hours	As agreed	As agreed

Enhanced SLA – Platinum / Gold Tier

Level	Description	Response Time	Update Time	Target Resolution
P1	Critical Business Service or Function unavailable, severely degraded or inaccessible	15 mins (Business Hours) 30 mins (out of hours)	Every 15 mins	4 hours
P2	Critical Business Service or Function severely degraded	30 mins	30 mins	1 working day
P3	Non-Critical Business Service Function unavailable or degraded	4 hours	Daily / As agreed	2 working days
P4	Non-Critical Business Service Function disrupted but workaround available	8 hours	As agreed	7 working days
P5	A question, query or minor bug	12 hours	As agreed	As agreed

Service Credits

We are happy to agree appropriate Service Credit arrangements tailored to customer priorities and the specific details of the service. This will be discussed and agreed during the on-boarding process.

ONBOARDING / OFFBOARDING

Ordering

Version 1 Cloud Services can be ordered by filling in the on-line form on the Version 1 website or by emailing a summary of the requirements to the Version 1 G-Cloud Account Manager. The summary should include:

- Organisation and Contact details
- Number of users
- Any optional requirements
- Any specific security and Information Assurance requirements

The Version 1 Account Manager will confirm the details of the service to be provided and confirm the pricing. These details should be entered into the standard G-Cloud Framework Order Form and the Call-off contract completed. The Version 1 Account Manager will assist with this.

The G-Cloud Service Charge will be invoiced monthly in arrears.

Transition Management

Version 1 uses an ITIL based Transition Management process to Onboard and offboard customers. This process is ISO20000-1:2011 certified since 13th July 2011.

The Version 1 Transition Management approach is governed by the Prince2 Project Management methodology which has clearly defined governance structures and processes. We tailor our approach thus ensuring appropriate levels of governance, control and reporting are customised to the needs of the client.

Offboarding

Clients can terminate their cloud services contract with one's month notice

Version 1 will assist with service migration and can provide a data extract in an agreed format. This migration work will be chargeable based on the standard G-Cloud rate card.

TRAINING

A critical aspect of any project is the need to conduct comprehensive training for the users in the use of the application. Version 1 is committed to conducting professional training to ensure that users of the system can gain maximum benefit from using it.

Version 1 normally propose a 'train the trainer' approach to user training be adopted, integrated with the testing and overall acceptance phase of the project. This requires a difference in approach from standard training courses, as users need to be trained in both the application and in how to pass this on to their colleagues.
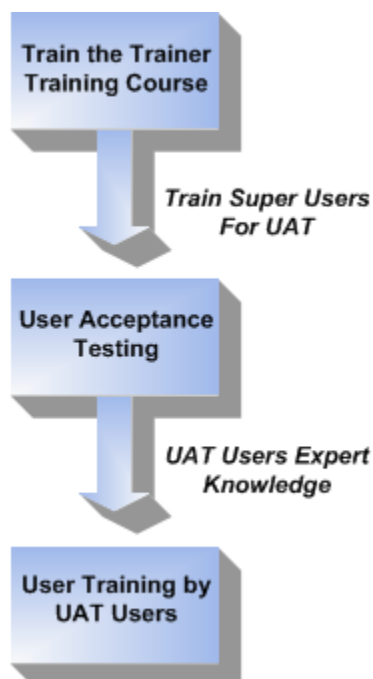
A number of "super users" for the system should be nominated by the client and could also be identified through a Training Needs Analysis process.

The Super Users will be trained in the use of the system, and will then be responsible for training their colleagues. Before the training commences, we would discuss with you any assistance from us you feel would be required during this period. For example, we could offer some form of phone-based support service during the training period to help answer any issues that may arise in training.

Before commencing the training, the super users will complete the User Acceptance Testing (UAT). As this is a critical part of the project, coming just before implementation, it is paramount that those conducting UAT have an in-depth knowledge of the system so they can accurately determine whether it is functionally accurate and complete.

Creating a group of super users helps bring flexibility and reassurance to the initial training process, as well as ensuring resources in place to train new staff when they take up new positions. This helps preserve the operational efficiency of your system, without being reliant on the availability and cost of external training providers.

A User Guide will be prepared to support the training and this would then be made available for all other training that will take place. As the application will be developed utilising widely used conventions, familiar to anyone who has used a major consumer website, we do not envisage that we will need to spend a lot of time on teaching the actual mechanics of using the application. The focus of the training will be on understanding the business processes and how the application supports those processes.

The User Guide will be designed to be used as a stand-alone document as well as part of a training programme. Additional training materials will also be developed to assist in this process.

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CUSTOMER RESPONSIBILITIES

Customers for Version 1 Cloud Services are responsible for:

- Providing a nominated support or service manager as a contact point for issue resolution and escalations relating to the service;
- Ensuring that all users of the system have received appropriate training
- Working in partnership with Version 1 in the resolution of system issues where there is joint element of responsibility e.g. integration issues
- Providing information in a timely manner on request to enable Version 1 to carry out its obligations under the contract

TECHNICAL REQUIREMENTS

Users of Version 1 Cloud Services require a currently supported web browser and a communications link with sufficient capacity for the service.

The browsers officially supported for this service are:

- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari

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